APPENDIX

1

Help for My Account Details

This screen summarizes call activity by unique numbers dialed in the left-hand blue panel and displays all corresponding call records for the yellow highlighted entry in the right-hand yellow panel. The highlight bar is repositioned by clicking on any field of the desired row. The display defaults to the current billing cycle while previous months, if available, can be selected through the center drop-down menu.

Data can be filtered by selecting from the left corner *Date Range* drop-down menus in combination with the *Category* drop-down menu located just below the billing cycle drop-down menu. *Category* offers several filtered views of the data corresponding to the categorization on *My Account Summary,* including views by *Personal* and *Business* as well as *Employee Specified* or *Policy Based.*

Most blue panel column headings are enabled for descending sorts (first click) or ascending sorts (second click). The default sort is by *Total Calls.* The *Name Called* field remains blank unless the rules engine locates a *Phone Book* entry matching that dialed number. *Personal* and *Business Amount* totals are provided for every number dialed. These represent the sum of all individual call records for the number dialed. *Category* indicates records are 'P' *Personal,* 'B' *Business,* or a *Mix* of call records as determined by the employee or the rules engine.

An *Add* link in the *Phone Book* column indicates no current employee *Phone Book* entry exists. Selecting this link provides a pop-up *Phone Book* screen for rapid categorization and storing of that number for current and future bill cycles. Existing directory entries are indicated by *Personal* (violet) and *Business* (brown) buttons and may be selected to modify the descriptive information or category. Adding or re-categorizing a *Phone Book* entry will cause a recalculation in dollar assignments on the current billing cycle and will designate all future calls to be automatically categorized.

Individual call records are displayed on the yellow panel. The *Date* of the call, the *Location* from which the call was made, and the length of that call in *Minutes* is displayed in the appropriate column. A *Total Amount* is generated for each call based on an in-plan or airtime per minute charge along with applicable *Roaming* and *Long Distance* charges.

Selection Criteria describes what action determined the *Personal* or *Business* classification. The most common criteria are *PhoneBook* (matched a previous phone entry) and *TimeofDay* (hourly restrictions from employee's profile). *Travel* and *Vacation* will appear to reflect a calendar override for that call. *IntlCall* or *LongDist* will appear if there are restrictions on the employee's business calls. To override any individual call category, toggle the appropriate button and then click *Save.*

If the user option is in place, to complete the reconciliation process, the user clicks the

Submit for Processing button here or on ***My Account Summary***. Modifications to categories cannot be made once a month is ***Reconciled***.

Help For Employee

Through this screen managers and administrators can add new employees and modify information for existing employees. Employees are listed in the left-hand blue panel. The yellow highlight bar indicates which employee detail information is displayed in the right-hand yellow panel. An employee is selected by clicking on the row corresponding to the desired employee. If the employee's name does not appear on the first page view then the slider bar to the far right is used to scroll through the employees.

Blue column headings can be selected to sort by that category. *Employee Name* in ascending order is the default. Clicking once on a column heading will produce an ascending order sort for the chosen column. Clicking twice will produce a descending order sort on the same column.

A new employee is entered into the system by selecting the *Add New Employee* button. This will blank the fields in the yellow panel and position the cursor for entry on *Last Name*. When finished adding or modifying appropriate field data, the user stores information permanently by pressing the *Save* button. Selecting *Reset* will return the data to its original state without modification.

A *Last Name, First Name, Phone Number*, and *Email Address* are required for the system to operate correctly. A *Manager Name* should be selected from the drop-down menu as well as a *Profile*. The *Profile* will determine the rules for categorizing business versus personal calls. New *Profiles* are created by managers or administrators in the *Profiles Screen*. A *Manager Name* will designate who has authorization besides the administrator to modify this employee's information. *Company, Division, and Department* information is not required but is provided for reporting functions.

Only administrators are allowed to change *Logins*. Administrators are also presented with a range of selectable categories for every employee. An employee may be designated as a *Manager (Mgr)* or *Administrator (Adm)* by checking the appropriate box. The options for automated Reimbursement *(Reb)* or automated personal expense Recapture *(Cap)* are also indicated in this screen by checking the appropriate box. Selecting either of these options, *Reb* or *Cap* will enable the workflow functions wherein managers are then asked to approve submitted transactions.

Help for Management

This screen provides a manager with a summary view of employee phone usage as well as the status of an employee's review of their current bill cycle. The bill cycle month is chosen from the center drop-down date menu. Managers who have other managers reporting to them in the system will be presented with a *Manager* drop-down menu permitting them to view all employees, their direct reports only, or employees of any manager in their management reporting hierarchy.

The blue panel summarizes all selected employees indicating their *Profile* along with their allocated charges for *Personal, Business,* and **Invoice Totals.** The *Edit* button found on each employee row will generate a pop-up employee screen allowing managers to make changes to *Cost Centers, Email Addresses, Profiles,* and *Manager Assignment.*

The *Status* column will be blank if an employee has yet to log in and view their monthly bill. If an employee has logged in, *Viewed* will be displayed in the *Status* column. If the system is set up to process personal expense recapture or business expense reimbursement then *Ready* will appear in the *Status* column when an employee has *Submitted* that month's bill for processing.

Employees set up for either *Recapture* or *Reimbursement* will be designated with an *Approve* check box. When a manager selects the check box for a given employee and presses the *Submit for Processing* button, the *Status* field will change to *Submitted.*

The row represented in the yellow highlight bar will be displayed in further detail in the right-hand side yellow panel. Through this panel a manager will be able to view the types of actions an employee took to reconcile their bill between *Personal* and *Business.* The movement between categories is reflected in the *Travel, Vacation* and *Other Override* rows. Any *Personal Allowance* will be deducted in the *Adjustment* column to reflect the actual *Personal Total* to be recaptured.

The *Invoice Total* may be greater than the sum of the *Personal* and *Business Total.* This may result from unallocated charges, credits, equipment charges, or personal allowances.

Help for Phone Book

Through this screen the user manages the categorization of frequently dialed numbers. All *Phone Book* entries require a *Phone Number* and a *Business* or *Personal* category selection. The *Phone Book* becomes the first priority in the MobilSense rules engine. Matching a phone call record to a *Phone Book* entry places that call record in the appropriate *Employee Specified* category. If a call record does not match a phone book entry then its classification is determined by a user's *Profile* and is designated as *Policy Based*. A phone call may match either a *Corporate* phone book entry or your own *Employee* phone book entry.

Phone Book entries can be added from this screen by selecting *Add New Number* or by choosing the *Add* link displayed in *My Account Details* directly adjacent to the desired phone record. After the relevant fields have been entered, the user creates a stored record by selecting *Save* or cancels the entry by choosing *Reset*. An entry can be modified or deleted by moving the yellow highlight bar on the blue panel to the selected entry by clicking on any field of that row. Changes are registered only after the *Save* button is pressed.

The displayed *Phone Book List* defaults to an ascending name sort for any of the three chosen views, *Business, Personal*, or *All*. The arrow buttons are used for changing the page views in increments of 14.

Phone Type as well as the *Name* and *Company* fields are all optional. The *Business Travel* check box is only enabled with *Personal* numbers. A phone number with *Business Travel* checked will turn calls to that number while on business to become business rather than personal calls. Only *Personal* numbers so designated will be counted as *Business* calls on *Business Travel* days, all other *Personal* numbers will remain personal calls.

Help for Profiles

This screen provides a manager or administrator the ability to define unique policies for assignment to employees or groups of employees.

The blue panel contains an alphabetical list of existing *Profile* names. The yellow highlight bar indicates which profile is displayed in the right-hand side yellow panel. The *New Profile* button will clear the yellow panel and prompt the user for a unique profile name and criteria. The *New Profile* entry will only be stored after selecting the *Save* button. *Delete Profile* will delete the highlighted profile providing there are no employees to which the profile is currently assigned.

The *Edit Detail* or yellow panel provides the elements of a *Profile. Business Hours* may be defined using the drop-down menus corresponding to each day of the week. Where phone directory entries do not exist for a number called, the business hour profile is used to categorize that phone call. If the call occurs between the hours designated as *Business* for that day then it is classified as *Business* otherwise it is placed in a *Personal* category. A selection of *All* would suggest any call not matching a phone book entry will be classified as *Business*. If *None* is chosen then those calls will be classified as *Personal.*

Business Limits permits additional controls on business usage. If a *Monthly Dollar* or *Monthly Minute* limit is provided, then all business calls occurring after that limit is reach will be reclassified as *Personal.* If a *Daily Dollar* or *Daily Minute* limit is provided then any calls exceeding that limit through midnight of that day will be reclassified as *Personal.*

Personal Allowances can be offered to an employee. A *Monthly Dollar* allowance will be subtracted from their *Personal Total* up to the limit. A *Monthly Minute* allowance will be converted to a dollar amount based on the cents/minute rate of their current rate plan and subtracted from the *Personal Total* up to the limit.

Long Distance Restrictions can be set up to prevent international or long distance business calls. *Custom* lists are not currently supported. If *Exclude All* is chosen for either *Area Codes* or *International,* then any call incurring long distance or international charges will be classified as *Personal.*

Help For Reports

This screen allows administrators and managers to view information in a sorted report. Information can either be displayed in summary or detail formats. The *Date* drop-down menu is used to select the month or months to display. This month corresponds to the carrier cycle date when electronic records are generated. The *Reports* drop-down provides a menu of different reports available to the user allowing a view of individuals or summaries by manager or cost center.

Column headings can be selected to sort by that category. *Manager* in ascending order is the default. Clicking once on a column heading will produce an ascending order sort for the chosen column. Clicking twice will produce a descending order sort on the same column

Cost center codes allow for 3 levels of information: *Company, Division,* and *Department.* A user may choose *ALL* or filter by selecting a specific entry from one or more of these categories by utilizing the drop-down field directly above that column heading. When a summary report has been selected the user will have the option of choosing the *Aggregate* function. **Aggregate** will remove individual row detail from that column, effectively collapsing to the next higher column heading. For instance, if a user *Aggregates* on *Department* then only one row will display per *Division*, regardless of how many *Department* codes exist for a given *Division.* Similarly, aggregating on *Division* will remove all division row entries, displaying only unique *Company* rows.

A hardcopy printout of the displayed report can be generated by pressing the *Print* button. A current version of Acrobat Reader is required to print to a local printer. If Acrobat is not installed, then the file will be saved for transmitting or printing later. After selecting the print icon in Acrobat, the user exits the pop-up window by clicking on the 'X' in the upper right-hand corner.

Help for My Account Summary

At any time, the user may change the login password by selecting the **Settings** option in the navigation bar by providing a new password and confirmation then choosing *Save*.

This screen presents summarized totals for the billing cycle indicated in the top-center date drop-down menu. Previous bill cycles may be chosen from this drop-down menu. Data is categorized into business (brown background) and personal (violet background) calls. The placement of an individual call record is determined either by explicit user action (*Employee Specified*) or by rules defined in an employee's profile (*Policy Based*).

Invoice totals and component charges are displayed in the center of the blue panel, beneath the business and personal totals. The *Combined Grand Total* row captures all business and personal allocated call charges. Indicated below that row are pertinent charges (*Access, Taxes, Equipment*). Access charges are prorated across calls within the plan minutes. Taxes, unused minutes, and credits will appear in *Unallocated Fees/Credits*. When added to the *Combined Grand Total*, unallocated and equipment charges will reconcile to the *Invoice Total.*

Choosing any of the seven category links in the left-hand column of the blue panel will transition the user to the *My Account Details* screen where information regarding individual call detail is displayed based on the category filter selected. In the *Details* screen a user may change the categorization of any call record.

The yellow background panel on the right-hand side displays calendar days for the selected month's billing cycle. Clicking on the numeric date link will display detail records for that date in *My Account Details*.

By toggling the gray date status button, the user may designate special treatment by the rules engine for *Business Travel* (T) or *Vacation* (V). A gray status indicates normal rules processing for that day. When *Business Travel* is selected, only calls to *Personal* phone numbers tagged as business travel contact numbers will be overridden. In order to permanently store changes and recalculate totals, the *Save* button must be selected.

Beneath both panels are reflected the conditions of the employee profile that were used for the categorizing the current month's billing cycle records. The yellow panel reveals business hour rules, if any are designated, and the blue panel contains any business calling restrictions or personal allowances in place for the employee.

On *My Account Summary* or *My Account Details*, the user may *Submit* this bill cycle for processing if that option is in place. This will indicate to the manager that this cycle is ready for recapture of personal expense or reimbursement of business expense. Once a month has been *Reconciled*, the column totals can no longer be altered for that month.